Annual Report,
Public Services Division - Library Services and Collections
FY 2007
September 13, 2007

During the 2007 Fiscal Year, the Public Services Division worked closely with other University Libraries' departments to accomplish a reorganization which relocated some responsibilities and personnel in order to improve workflow and services to patrons. Other Public Services highlights for the year included extended hours at all service points in both Cudahy and Lewis Library; special attention devoted to the Libraries' physical space through preparation and planning for renovation or new construction; collection maximization through acquisitions, weeding, and shifting; and the consistent annual theme of service outside the Libraries to both Loyola and the larger community.

Access Services Department

In addition to promoting some members of the staff, the Access Services Department underwent a partial reorganization in FY 2007 in order to improve services. Following Ursula Scholz's promotion to Department Head, Jennifer Stegen was promoted to Interlibrary Loan Librarian. To meet the consistent increase in demand for interlibrary and intercampus loan services the Department added the position of Intercampus Loan Assistant to that of Interlibrary Loan Assistant. As part of the reorganization a new Collection Management Unit was formed, consisting of the Stacks Supervisor and the Collection Management Supervisor. During the reorganization the positions of Audio Visual Assistant and Periodicals Associate were eliminated, also in recognition of the shifting needs of patrons. On a related personnel note, in FY 2007 David Schmidt, Recall/Search Assistant, was honored for the 20 years of service he has given to Loyola University Chicago.

Monitoring the front gates and staffing the Circulation Desk are key responsibilities of the Access Services Department. In addition to full-time library staff the department relies heavily on student workers to not only staff this service point, but also to maintain the stacks, and assist with the procedures of opening and closing the Cudahy Library. In order to enhance the quality of service at the Circulation Desk the Access Services Department implemented service standards and incorporated those into the training and evaluation of students. In addition the Department revised student evaluation forms to increase the focus on service, and created a blog for Circulation Desk Supervisors to improve communication. The department also improved service by creating procedures and policies for exceptions at the entrance gate, thus improving the consistency and reliability of this service point.

Other activities of the Department included collaboration with the Technical Services Division on an upgrade to the Integrated Library System (Voyager). The Department also cooperated on an effort with the Acquisitions and Cataloging departments to initiate a pilot program called "Purchase on Demand," which will allow the faculty the option of requesting an item for library purchase at the same time that they are seeking to borrow it through Interlibrary loan.

Statistically, the year saw an increase in various service activities of the Department, including materials being borrowed (up 4.5% to 151,476 items), reserve materials used
by patrons (up 19.8% to 21,471 items), and materials borrowed through interlibrary loan
(up 14% to 21,259 items). One statistic that decreased, however, is that of "gate count,"
or patrons entering the library through the security gates. This statistic has vacillated
during the past two years by increasing 20% in Fiscal Year 2006 and decreasing 24% in
Fiscal Year 2007.

Reference Department

During the 2007 Fiscal Year the Cudahy Reference Department also experienced both
reorganization and staffing changes. Under Mike Napora, Associate Dean and Acting
Head of Reference, a new Government Documents Librarian, Bill Cuthbertson, was
hired in August 2006 and the Government Documents Department was incorporated into
the Reference Department. In August 2006, as part of the aforementioned
reorganization, Brenda Overton was moved into the Reference Department from the
Audio Visual Department to assist with administrative tasks. A part-time Government
Documents Assistant, Eileen Black, was later added in November 2006. Following Mike
Napora’s departure in December 2006, the department added Jeannette Pierce as the
new Head of Reference Services. Other additions included Sheri Saltzman as a
Reference Librarian in September 2006 and Niamh McQuigan as a new Reference
Librarian in May 2007.

The Reference Department made some procedural changes as well. The Reference
Staff established use of the GroupWise calendars to manage reference desk schedules
for librarians and graduate students, which allowed the calendars to be viewed and
updated from any location at any time. In addition the Department established monthly
training/update meetings with graduate students working at the reference desk in Spring
2007.

While the traditional reference desk provides a key service point within the library, the
Reference Department also provides reference assistance in other ways including
"Reference by Appointment," liaison services to individual faculty as well as
departments, virtual reference through a cooperative effort with other Jesuit university
libraries, reference by e-mail and phone, and also classroom bibliographic instruction.
Under Jeannette Pierce’s leadership, which began in January 2007, the Department
began to keep statistics more rigorously in order to measure services to patrons. The
Reference Department also took a more active role in research education for
undergraduates by sharing responsibility for UCWR 110, the College Writing Seminar
that is required for almost all incoming freshman.

The Reference Department also plays a key role in the collection development activities
of the University Libraries. Among the activities accomplished in FY 2007 the
Department assisted with the implementation of Serial Solutions to improve patron
access to electronic journals; contributed to a review of the Libraries’ purchasing profile;
and continued to purchase materials relevant to the various research and teaching
departments at Loyola.
Lewis Library

As the primary library for the Water Tower Campus, the Lewis Library offers the same circulation and reference services as the Cudahy Library. In addition, the Lewis Library provides additional resources and services that are appropriate and essential to the programs located at the Water Tower Campus; including the Graduate Business School, the School of Social Work, and the Institute for Pastoral Studies.

This past year the Lewis Library added three new reference librarians: Taya Franklin to with a specialty in business resources, Kristina Schwobel with computer science specialization, and Tracy Ruppman with expertise in education research. The Lewis Library also joined Loyola University in celebrating and recognizing Yolande Wersching, Head of the Lewis Library, for 35 years of service and Rolando Recometa, Periodicals Associate, for 25 years of service. Additional recognition of the Lewis staff included Yolande Wersching at the Women's Recognition Luncheon and Terry Cornelius, Interlibrary Loan Assistant, receiving the Outstanding Professional Staff Award at the 3rd Annual Diversity Awards dinner.

The Lewis Library improved its services to patrons in FY 2007 by adding 19 additional public computers, extending regular hours of operation until 12 a.m. in order to accommodate the new student residents at Baumhart Hall, and delivering 32% more orientation sessions than the previous fiscal year. In addition, white boards were added to several study rooms at the suggestion of students.

The staff of the Lewis Library also spent time on special projects. Preparations for downsizing the library picked up momentum in Spring 2007 as Lewis prepared to decrease its physical space from six floors to four, a process which will continue into FY 2008. Part of this process, which got underway in the spring and continued into the summer, involved identifying and discarding select materials from the collection and shifting other materials to the Library Storage Facility (LSF) at the Lakeshore Campus. Materials removed from the collection to save space included several hundred boxes of bound print journal materials to which the Libraries also have online access.

Finally, many members of the Lewis Library staff continued to participate in service activities, such as the annual Loyola Service Day, the Employee Service Immersion trip to New Orleans, the Heartland Delta V Conference at John Carroll University, and the “Sponsor-a-Family” celebration during the Christmas Holiday.

Rome Center Library

The John Felice Rome Center Library significantly improved the accessibility of its collection by retro-cataloging the bulk of its collection into Voyager, the Integrated Library System. This was accomplished with the assistance of staff from both the Cudahy Library and Lewis Library who worked onsite at the Rome Center Library in fall 2006, and also continued to process the materials after returning to the Chicago campus. In total, more than 11,000 items were processed and retrospectively added to the catalog. Access to the collection for Rome Center students and faculty was also enhanced through the assistance of the IT Department, which simplified the process of accessing the University Libraries' electronic resources from the Rome Center.
The Rome Center Library also improved its physical space and collections by attending to maintenance and dusting, and also weeding materials from the collection. Some materials were sold through a book sale and other materials were donated to local libraries. Statistically, the Rome Center Library saw an increase in the number of Patrons entering the library (3%) and also the number of items circulating from the collection (5%).

Library Facilities and Stacks

The Facilities Department also took part in the Cudahy Library reorganization, as the responsibilities for stack maintenance were transferred from Facilities to Access Services. Access Services staff, including Ursula Scholz, Michele Fisher, and Karen Cherone, worked closely with Facilities Manager, Mark Rockwell, for a smooth transition of responsibilities. Following the reorganization Facilities was left with with two positions; the Facilities Manager, and the Mail Clerk. The Mail Clerk, Tom Linke, celebrated 25 years with Loyola in 2006.

Because the Cudahy Library is an older building, originally constructed in the 1920s and then added to in the 1960s, it is frequently prone to temperature fluctuations, leaks, and other similar problems. As a response to the perennial leaking in the Cudahy Library, University Facilities responded with an aggressive tuck pointing and sealing program. Cudahy Library experienced extreme cold for more than a week in mid-summer due to problems with the thermostat. University Facilities attended to the problem and repaired the thermostats. One of the rooms in the Library Storage Facility (LSF) also leaked during a December snow storm, and damaged some books before plastic tarps could be put in place. University Facilities responded by sealing the leak, which has been tested and appears to be holding.

A related problem which arose because of the environmental fluctuations in FY 2007 was mold. In Fall 2006 mold was identified on Stack Deck E of the Cudahy Library. After a specialist identified the type of mold and made recommendations for treatment, Diane Westerfield, Bindery and Preservations, Kathy Young, University Archivist, and Mark Rockwell, Facilities Manager, decided that it would be most economical to conduct our own in-house cleaning, which was accomplished.

Even though many improvements are being planned for the eventual renovation of the Cudahy Library, some improvements are happening already in order to make the space more useful for patrons and staff. The former D'Arcy Gallery curator's office was renovated to make it usable by the new Director of the Information Commons, by adding new sub flooring, lighting, painting, and carpet. The D'Arcy Gallery was transformed into a quiet study space in Fall 2006. The space will be further recycled into office space for the Reference Department in fall 2007. A plan was also developed for renovating the Cudahy Conference Room and making it more useful.

Of the Facility Department's FY 2007 activities high priority was given to activities involving preparation for the anticipated Cudahy renovation and the Lewis Library move at the Water Tower Campus. The day-to-day maintenance of the Cudahy Library physical plant was also a constant, and while some efforts have been made to address certain areas of the build such as clocks, temperature variations and leaks, other issues
have been postponed in order to await the anticipated renovation. All rooms and offices in the Cudahy Library, other than the Administrative suite and Archives were re-keyed during FY 2007.

In addition to the physical plant of the Cudahy Library, the Facilities Department also is responsible for the Library Storage Facility (LSF), located in the basement of the Sullivan Center. During FY 2007 a number of projects were completed to improve use of the LSF, including the integration of four separate collections (all organized according to Dewey classification scheme) into one contiguous collection. During the process of integrating this collection it was also read and weeded with the assistance of the Reference Department. During summer 2007 approximately 1300 boxes of redundant materials were removed from the collection and discarded through Hallett. On a related note, in Spring 2007 the papers of Congressman Henry Hyde, which will be added to the Center for Public Service in Spring 2008, were shipped to Loyola University and are being stored in a secure room in the LSF.

Conclusion:

All departments in the Public Services Division achieved the majority of their established goals for FY 2007, and also met the new challenges which arose along the way. The reorganization appears to have had a positive effect on workflow, and the staff’s morale is high, especially with regard to the opportunities presented by the Cudahy Library renovation, the Lewis Library move, and the opening of the new Information Commons.
The members of Access Services Department put a significant amount of time and thought into two library-wide projects this year: first, the Investigation of I-Share membership, and the second, consulting with the architects on preliminary planning for a possible renovation of Cudahy Library. Another big theme of the year involved working on better educating faculty about how copyright law applies to library reserves. The department head, Ursula Scholz, gave 4 workshops for faculty on copyright law, two in January and two in June. We also were able to make contact with the Customer Operations Manager from the Department of Printing Services, which allowed us to provide better information and to be sure that both of our offices were working together to make copyright compliance easier for faculty. In addition to these large projects, the following are some of the highlights of what we accomplished over the past year.

New Services
- The Interlibrary Loan Librarian worked with the acquisitions and cataloging staff to begin a pilot project for a purchase-on-demand service
- We began charging out keys to the group study rooms (rather than holding student ID cards)
- The Intercampus Loan Assistant created an email template to provide more rapid notification about available books
- We revised the interlibrary loan policy for checked out books, allowing patrons the choice of requesting an interlibrary loan or a recall
- We revised our procedures for handling exceptions to gate access, and created a handout of local alternatives to offer those who are not granted access
- We began emailing faculty before removing items from reserve

Workflow Improvements
- Updated/revised forms used at circulation desk and decluttered/reorganized supervisor information, making it easier to find needed information
- Updated student evaluation form and standardized student evaluation process
- Resumed scanning of barcodes for browsed current periodicals
- Improved shelf-reading procedures to ensure all sections get read
- Worked with the cataloging and acquisitions departments to improve and streamline procedures for replacement of lost and missing books

Software/Equipment Upgrades
- Assisted with selection of the next photocopier vendor service contract
- Upgraded to ILLiad 7.2
- Investigated/set up new web pages available with ILLiad 7.2
- Prepared for the Voyager upgrade to ensure minimal service interruption, and tested/customized circulation and media scheduling functions after the upgrade was complete
Staff Changes
On July 1, 2007, Jennifer Stegen became the Interlibrary Loan Librarian, leaving her former position, Interlibrary Loan Assistant, vacant. In August of 2007, the Department Head worked with the Associate Dean on reorganizing the department. The changes made included the elimination of the AV Assistant position and the Periodicals Associate position. The duties of the latter were combined with the Stacks Supervisor position, which was moved to the Access Services Department. A new Collection Management Unit was formed, with the Stacks Supervisor now reporting to Michele Fisher, Collection Management Supervisor.

Once the reorganization was completed, we began interviews to fill the vacancies in the department. In October, Anna Gentry started as the Intercampus Loan Assistant, and Elizabeth Andrews started as the Interlibrary Loan Assistant. In December, Karen Cherone joined the team as the Stacks Supervisor. Unfortunately, at the end of December our part-time evening supervisor, Roger Jackson, retired. Given the uncertainty over what the Cudahy Library hours will be once the IC opens, we decided to leave that position open for the time being. In order to cover all of the open hours, Mike Nassar, Evening Supervisor, adjusted his schedule from 4pm-12am to 6pm-2am; and Bonnie McNamara, Access Services Supervisor, shifted her schedule one hour later. Lastly, David Schmidt, Recall/Search Assistant, was honored for the 20 years of service he has given to Loyola University Chicago.

Core Activities
The libraries received almost half a million visits during the past fiscal year, and the Access Services Department provided services and ensured adequate coverage during the more than 5,700 hours that Cudahy Library was open. Use of the book collection remains strong, with over 150,000 charges and renewals, up 4.5% from the previous year. Even more growth was seen in the use of course reserves, with an increase of almost 20%, to over 21,000 uses. Usage of our audiovisual collection was also up approximately 5% over last year, with 6,484 uses. The upward trend in interlibrary borrowing continued, bringing the total number of requests to over 21,000.

<table>
<thead>
<tr>
<th></th>
<th>FY06</th>
<th>FY07</th>
<th>Percent Change</th>
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<tbody>
<tr>
<td>Gate Count</td>
<td>581,096</td>
<td>442,295</td>
<td>-23.89% *</td>
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<tr>
<td>Charges/Renewals</td>
<td>144,976</td>
<td>151,476</td>
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<tr>
<td>Discharges</td>
<td>141,743</td>
<td>135,344</td>
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<td>Reserves</td>
<td>17,929</td>
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<td>5,457</td>
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<tr>
<td>AV</td>
<td>6,170</td>
<td>6,484</td>
<td>5.09%</td>
</tr>
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*note: the FY06 gate count was up more 20% over the FY05 count, casting some degree of suspicion over the accuracy of these figures, which are provided by the Campus Safety department. FY07 gate counts are down just 4% from FY05, when the gate count totaled 460,466.
FY0607 Goals and Status

- Hire and train Intercampus Loan Assistant, Interlibrary Loan Assistant, and Stacks/Periodicals Assistant (complete)
- Assist with and oversee hiring 20 to 30 student workers for the circulation desk and stacks maintenance (complete)
- Prepare for upgrade to new Voyager release (complete)
- Investigate and propose patron initiated services through Voyager OPAC (investigation and proposal complete; implementation awaiting assistance from Systems dept)
- Develop criteria and requirements for the next photocopier service contract (complete)
- Create procedures/policies for exceptions at the entrance gate (complete)
- Create service standards for the circulation desk and incorporate those into training and evaluation (complete; and additionally we revised student evaluation forms to focus more on service, and created a blog for supervisors at the circulation desk to improve communication)
- Create system to track turn-around-time and fill-rate for retrieval of books from storage facility (this was requested by the previous Associate Dean; after his departure we focused instead on improving turn around time through new notification processes)
- Work with Monographic Acquisitions and Cataloging Dept and ILL unit to begin Purchase-On-Demand program (complete, program initiated July 1, 2007)

FY0708 Goals

- Create a wiki/training manual for the circulation desk to ensure that desk workers are able to provide efficient service and correct answers
- Work with the IC Director to coordinate and plan for needed Access Services activities at the IC
- Define levels of competencies for Access Services to facilitate cross-training
- Oversee transition to new photocopier service provider to provide for seamless access to equipment for patrons
- Systematically review and revise system settings for Circulation policies to ensure accuracy and consistency
- Work with Serials and Bindery to improve and streamline procedures for issues missing from current periodicals
- Assist with relocation of materials to Cudahy and LSF to prepare for Lewis Library move
- Investigate the possibility of setting up Voyager circulation for the Rome center
- Implement Online Document Delivery for Intercampus Loan articles
- Enhance and broaden visitor policies
Facilities Annual Report
2006-2007

This was an extremely busy year for the Library Facilities Department. Corey Sampson vacated the position of Stack Supervisor last summer and the position was moved to Access Services. However, Library Facilities continued the work of organizing; supervising the stacks at Cudahy and LSF to ensure a smooth transition and work flow to Karen Cherone, who became the new stack supervisor in December.

Mailroom/shipping & receiving
Tom Linke has been working at Cudahy over 25 years. Although he consistently performs his duties and daily tasks, Tom is and has been responsive and helpful in lending a hand to various jobs that would be considered outside his regular duties.

LSF

Fall:
- Facilities organized 4 distinct Dewey collections, (LSF 1, LSF 2, Lewis and Pick list) last fall. Particularly 14000 some volumes were unboxed and reorganized. Unfortunately these volumes were not originally in order. Suzgo Nyreinda supervised and directed 8 student workers.

Spring:
- The four disparate Dewey collections were then integrated into the compact shelving stacks in LSF 2. The collection was then shifted and read.
- The Henry Hyde papers and materials were shipped and received via Roadway Shippers from Washington DC, and stored in the new “Hyde” room. Several trips were also made to the local office in order to gather materials for storage.
- Several collections of Government document materials were moved and stored in Galvin. (220 boxes)

Summer:
- We’ve moved by hand truck 342 Project Muse and J-Stor boxes were moved by hand truck to Galvin.
- Hallett removed 1089 older J-Stor/ Project Muse and Dewey’s.
- Hallett brought 239 Lewis J-Stor/ Project Muse to Galvin.
- A set of damaged and moldy book titles were recovered for the serials department so that they can be deleted from the online catalog.
- The materials being stored in Galvin were inventoried and identified.
- The inventory of empty space in LSF 1 & 2 was completed.
- An estimate and quote was requested and received for ceiling work and compact shelving in LSF 1.
- A vinyl record collection was retrieved from Galvin and stored in deferred shelving.
Cudahy

Leaks: While there has been perennial leaking in Cudahy and LSF over the years, this year University Facilities has responded with an aggressive tuck pointing and sealing program. LSF 2 saw a particularly bad leaking scenario via a December snow storm. That result was that many books were damaged before plastic tarps could be erected. To this date sealing has occurred and water testing has produced positive results.

Cudahy Temperature Variation: Perhaps this will be noted as the worst year thus far regarding cool temps in Cudahy this summer. Chuck Jenkins, the head engineer, replaced all the broken reheart and bad thermostats with the intention of making our specific areas somewhat self regulating. Temperature consistency has greatly improved.

Furniture: Many areas have been cleared of old and broken furniture, specifically 039 and Canisus rooms. Some furniture has been reclaimed and is being utilized by other departments, such as Reference.

Keys
The Cudahy Library has been re-keyed, other than the Administrative suite and Archives. These areas will be off library master key, but will remain on the university master. Due to obvious security issues, the keying of these areas is due to occur with the opening and keying of the Information Commons.

Mold
In Fall 2006 mold was identified on Stack Deck E. After a specialist identified the type of mold and made recommendations for treatment, Diane Westerfield, Kathy Young and Mark Rockwell decided that it would be most economical to conduct our own in-house cleaning. We decided to purchase a Data logger and a Hepa-Vac as the best solution to treating this ongoing problem.

Cudahy Reading Room
Facilities investigated alternative desk lights for the Cudahy reading room. At this time we still have two lights on loan and are awaiting approval.

Renovation
The D’Arcy office received new sub flooring, lighting, painting, and carpet so that it can be used as the new Information Commons Director’s office. Facilities made the D’Arcy Gallery into a quiet study space in Fall 2006. Space inventory by room of Cudahy was done for Architectural firm Conference room project: Ursula Scholz, Chulin Meng, and Mark Rockwell collected quotes and organized a plan for renovating the Cudahy Conference Room. This plan has been given the green light and has yet to be scheduled for installation. Room 208 was designated as a back room.
Shifting Materials
Space was made available in Canisus room for Government docs that are being offered to other institutions. The gift boxes that were being held in Room 016 have been removed and set up for review in 039.

Alternative Study space
At the Request of University Administration we have been organizing and overseeing and maintaining two separate monitored sites, (Bremner lounge and Simpson MPR) for an increase of study space the week before and during finals.

Accomplishments

Of the Facility Department’s accomplishments, this year’s highest priority was gearing up for the much anticipated Cudahy Library renovation. To date, the committee has not yet met and other things have delayed much of what this goal intended. While some efforts have been made to address certain areas of the build such as clocks, temperature variations and leaks, other issues have been postponed in order to await the anticipated renovation.

Regarding the transition of stack maintenance to Access Services, the above list shows those projects which have been accomplished in tandem and with few, if any, difficulties. In general, Ursula Scholz, Michele Fisher, Karen Cherone and Facilities have worked closely to make the transition smooth. Beginning in the fall semester, Suzgo Nyrienda will transfer to working 20 hours for Karen rather than Facilities. It has become clear that a back-up is needed for the Mailroom when Tom Linke is out of the Library, so Suzgo was trained in Fall 2006 for this purpose. Suzgo learned quickly.

In particular, the Dewey pick list, along with three other Dewey collections, were organized, read and integrated in one complete collection located in the new compact shelving of LSF 2. This collection was then shifted and re-read to ensure precision of access. Last year saw the reference department weed there collection. Of those things removed from the Cudahy Library were moved over to LSF 1, organized shelved and shifted this collection in to the storage stacks. In accord with the construction, the Canisus room and 039 have seen a dramatic reorganization. In some cases much material has been discarded to make room over all. Cudahy this year was completely Re-key, including the study rooms. The only rooms that remain on the old system is Admin and Archives. This is scheduled to happen with the keying of the IC.
LEWIS LIBRARY FY07
Prepared by Yolande M. Wersching, Head of Lewis Library

Highlights

- All Dewey call number books were packed and moved to LSF (January 2007)
- Selected duplicate journal titles moved to LSF (January 2007)
- Nineteen (19) new Dell computers installed (August 2006)
- One (1) Printwise station installed on 6th floor
- Fifteen (15) Dell computers transferred from 6th – 8th floor.
- Hours of operation extended to midnight to accommodate students in new dorm at WTC.
- Nine (9) dry-erase boards installed in Group Study rooms
- Recruited, hired and trained three (3) new Librarians.
- Bernardine Williams went to New Orleans as part of a Loyola Employee Service Immersion group.
- Yolande Wersching was invited to reflect about her experience at Loyola at the Faculty/Staff orientation for new Loyolans sponsored by Ministry & Mission.
- Vanessa Crouther, Taya Franklin, Kristina Schwoebel, Bernardine Williams, Susan Wardzala, Terry Cornelius & Yolande Wersching participated in the “Sponsor-a-Family” celebration of providing a needy family with a brighter Christmas holiday.
- Access Services staff, headed by Vanessa Crouther, once again organized “Taste of Water Tower Campus” during finals week. Participating restaurants included: Argo Tea, Hershey’s Chicago, Jewel, Loyola Dining Services, McDonalds, Potash Bros, Starbucks, Subway, Trader Joe’s and Dominicks.
- Lewis Library won a $100.00 gift certificate – first prize in the “Most Festive” category of the Design a Loyola-Themed Holiday Sweatshirt contest held during the University Christmas Luncheon.
- Yolande Wersching was recognized for 35 years of service at the Service Recognition dinner hosted by the President.
- Patrick Mallory was recognized for 5 years of service
- Rolando Recometa was recognized for 25 years of service.
- Susan Wardzala presented “Including the Library in your Blackboard Course” during the “Focus on Teaching” series of workshops.
- Yolande Wersching was recognized at the first Women’s Recognition Luncheon for her positive impact on the Water Tower Campus and Loyola communities.
- Terry Cornelius was awarded the Outstanding Professional Staff Award at the 3rd Annual Diversity Awards dinner.
- Bernardine Williams, Terry Cornelius & Yolande Wersching were part of a group of fifty (50) Loyolans invited to attend the Heartland Delta V Conference at John Carroll University, Cleveland, Ohio.

Staff Changes

- Taya Franklin, Reference Librarian, Bibliographer for the School of Business - hired 1 September 2006.
- Kristina Schwoebel, Reference Librarian, Bibliographer for Computer Science - hired 18 September 2006

Statistics

Significant numbers between FY06 and FY07
- 114% increase in entrance gate count
- 24% increase in charges/renewals
- 14% increase in Reserves
- 18% decrease in Reference content questions
- 32 % in orientation sessions
- 16% decrease in overall instruction sessions.

Review of Departmental Goals

- Complete move of all Dewey books from Lewis Library to the LSF - **done**
- Identify and shift duplicate volumes of bound journals from Lewis to LSF. - **JStor duplicates + several other titles packed and transferred to LSF**
- Identify and shift back runs of little-used series titles, both in Reference & main stack collections, to LSF. - **in process**
- Add new pc's for public use. - **done**
- Increase hours of operation for Lewis Library to accommodate students who will live in Baumhart Hall at the WTC. - **done**
- Recruit, hire and train 2 new librarians. - **recruited, hired and trained 3 new librarians.**

Department Goals for FY08

- Complete overall reduction of Lewis collection by 50%
  - Weed titles no longer relevant to WTC programs
  - Transfer appropriate titles to Cudahy main stacks or LSF
- Plan for relocation of 8th floor staff & services.
- Plan for re-allocation of space on 8th & 9th floors in order to add more shelving to accommodate book collection.
- Plan for re-allocation of space on the 6th floor to accommodate more computers and study space.
- Add new pc's for public use.
- Prepare plan to activate extra data ports for laptop access.
- Investigate possibility of creating a new e-reserve system in Blackboard for Social Work.
Rome Center Library
Annual Report 2006-07

Year's Highlights
- Weeding and renewal of Reference Section
- Weeding of main stacks completed
- Retro-conversion of Dewey books to LC classification and inclusion in Pegasus of entire main stacks collection
- Shifting of entire collection to incorporate the new shelf locations
- Work done on-site with LUC librarians and staff
- Professional development began
- New collaboration policy with other libraries in Rome
- IT intervention has allowed us to utilize electronic resources without proxy server

Statistics
- Patron count increased by 3% this year.
- Circulation increased by 5% compared to 2005-06.

Goals for 2006-07
The goals listed from our last report were all met with one exception: automated circulation. Weeding of the entire collection was completed, the reclassification, labeling, tattle-stripping and shifting has been completed. A lot of dusting was done. Book sale was done and new dvds purchased with the proceeds. Books were donated to several libraries.

Goals for 2007-08
- Automated circulation
- New furniture and improved comfort for the library patrons
- Hire a permanent PT library employee
- Further collaboration with other libraries in Rome
- Doors to allow use of back room as quiet room now that the weeding has created space to incorporate the art collection back into the main stacks
- Create training modules on Blackboard in an attempt to improve student staff preparation

Other
Our mold and general maintenance situation remains precarious.
Cudahy Reference Department
Annual Report FY07

Submitted by Jeannette Pierce, Head of Reference, August 17, 2007

The Reference Department supports academic research and teaching at Loyola University by providing the following services.

Reference and Instruction Services to the Loyola University Community
- Reference Desk Services, including telephone reference
- Personalized reference service by liaison librarians who answer questions directly by e-mail, phone, or in-person
- Virtual reference services
- General and course-related instruction
- Individual research consultation appointments

Liaison Services to Academic Departments on the Lake Shore Campus
- Responsible for understanding the general and specific collection needs of each academic department
- Provide each academic department with an individual to contact with questions regarding the library’s collections and services
- Communicate with academic departments about the library’s collections and services

Collection Development and Management
- Select materials in all formats for the reference collection
- Select materials in all formats for the general collections
- Identify and contribute to collection development and management projects
- Management of the Libraries Government Documents collection
- Management of the Libraries Electronic Resources

Staffing and Organization

Head of Reference (faculty), Jeannette Pierce
- Reference Assistant (full-time staff), Brenda Overton
  - Graduate Assistants (6 hourly)
- Electronic Resources Librarian (faculty), Sherri Saltzman
- Government Documents Librarian (faculty), William Cuthbertson
  - Government Documents Assistant (part-time staff), Eileen Black
- Reference/Bibliographer (faculty), Stephen Macksey
- Reference/Bibliographer (faculty), Niabh McGuigan
- Reference/Bibliographer (faculty), Sister Rita Stalzer
The Head of Reference and all of the librarians have multiple bibliographer responsibilities and contribute to library-wide committees.

- Bill Cuthbertson
  - Bibliographer for Political Science, International Studies, and Peace Studies
  - Committees: Bibliographers’ Group; Exhibits; New Forms of Communication; Public Relations and Outreach (Chair); Virtual Reference Team; Web Team
  - Search Committees: Head of Reference
  - University Committees: Faculty Senate

- Stephen Macksey
  - Bibliographer for Black World Studies, Chemistry, Mathematics, Nursing, Physics & Psychology
  - Committees: Bibliographers’ Group; Library Assessment; Virtual Reference Team
  - Search Committees: Science Reference Librarian/Bibliographer; Humanities Reference Librarian/Bibliographer
  - University Committees: Institutional Review Board (IRB)

- Niamh McGuigan
  - Bibliographer for English, Modern Languages & Literatures, Communications
  - Committees: Bibliographers’ Group

- Jeannette Pierce
  - Committees: Bibliographers’ Group; Collection Enhancement; Cudahy Renovation Project Team; Electronic Resources & Periodicals (Co-chair); Virtual Reference Team; Voyager Module Team – OPAC
  - Search Committees: Humanities Reference Librarian/Bibliographer (Chair); Information Commons Director
  - Consortial Committee: CARLI Electronic Resources Committee

- Sherri Saltzman
  - Bibliographer for Biology, Math & Statistics, Natural Sciences, Anthropology and Sociology
  - Committees: Bibliographers’ Group; Electronic Resources & Periodicals; Virtual Reference Team; Web Team; Voyager Steering Committee; Voyager Module Team - OPAC

- Rita Stalzer
  - Bibliographer for Classical Studies, Islamic Studies, Pastoral Studies, Philosophy, Theology, Women’s Studies
  - Committees: Bibliographers’ Group; Collection Enhancement Committee; Newsletter Committee; Virtual Reference Team
  - Search Committees: Head of Reference
The Reference Department experienced significant staffing changes in fiscal year 2007.

- Bill Cuthbertson joined the Reference Department in August 2006, effectively moving responsibility for the Government Documents unit into the Reference Department.
- Brenda Overton joined the Department in August 2006 to assist the department with desk scheduling and supervising the Reference desk and to assist with coordinating instruction requests.
- Sherri Saltzman became a full-time Reference Librarian/Bibliographer in September 2006, having previously served as a part-time librarian to help with Reference Desk staffing. Sherri added the responsibility of Electronic Resources Librarian in January 2007 after the Departure of Dawn Lynn.
- Eileen Black joined the Department in November 2007 as the part-time Government Documents Assistant. This was a new position for the library.
- Jeannette Pierce joined the Department as Head of Reference in December 2006.
- Mike Napora, Associate Dean of Library Services and Collections and Acting Head of Reference, left in December 2006.
- Dawn Lynn, the former Electronic Resources Librarian and Bibliographer for Communications, English, Modern Languages & Literatures, and Theatre, took a new position and left the Department in January 2007. (Jeannette Pierce became the acting bibliographer for Dawn’s liaison areas and Sherri Saltzman became the new Electronic Resources Librarian.)
- Niamh McGuigan joined the Department in May 2007.
- Diane Westerfield, Preservation and Special Projects Librarian, assisted the Department throughout FY07 by helping with reference desk hours and teaching several instruction sessions.

Goals and Accomplishments in FY07

- Ensure a smooth transition of bibliographer and department head responsibilities to the new Head of Reference.
  - Jeannette Pierce joined the Reference Department in December 2006 and became the Bibliographer for History, Asian Studies, and Latin American Studies.
- Ensure a smooth migration of Government Documents and Data Services from the Collection Development Department to the Reference Department.
  - Bill Cuthbertson joined the Reference Department in August 2006. In addition to continuing his duties as Government Documents Librarian, Bill became the Bibliographer for Political Science, International Studies, and Peace Studies, and assumed regular reference desk and instruction responsibilities.
- Ensure a more even distribution of reference desk hours (with equitable assignment of evening and weekend hours) as well as bibliographic instruction responsibilities.
  - Equity issues in regards to desk hours were addressed in Spring 2007.
In Spring 2007, the Department began sharing the responsibility for UCWR 110, the College Writing Seminar that is required for almost all incoming freshman. There is a reasonable effort to distribute the instruction for these classes fairly among the librarians, though scheduling is sometimes dictated by availability. Librarians are encouraged to do all of the instruction for classes in their bibliographic areas. As a result, some librarians do have more intensive instruction responsibilities.

- Participate with the Information Commons Project Team and Cudahy Renovation Project Team in planning services for the new Information Commons and determining needed improvements to the Cudahy facility.
  - Jeannette Pierce served on the Search Committee for the Information Commons Director.
  - The Reference Department met with the Architects for the Cudahy Renovation planning and submitted a written response to the Architects programming questionnaire.

- Assist the new Head of Reference in identifying additional electronic reference titles, including print reference works for conversion to electronic format.
  - The Department established a method to review new reference titles as they come into the collection that creates an opportunity for all librarians to recommend format changes and cancellation options to the Head of Reference.

- Establish a more thorough training regimen in bibliographic instruction for newly added department members or “visiting instructors” from other departments of the library.
  - This goal was not addressed in FY07 due to staffing shortages, but will be addressed in FY08.

Additional Accomplishments:

- Hiring and Training
  - The Department participated in the hiring of three new members: Sherri Saltzman, Science Librarian; Jeannette Pierce, Head of Reference; and Niamh McGuigan, Humanities Reference Librarian/Bibliographer.
  - The Department organized a series of shared training opportunities as part of Nieve McGuigan’s training, including: tour of Special Collections; tour of the Law Library; tour of the Lewis Library; review of Yankee’s GORI software; review of Voyager Staff Mode; and a review of Circulation policies.
  - Each member of the Department absorbed additional responsibilities due to the staffing shortages and changes throughout the year.
  - The Department established monthly training/update meetings with graduate students working at the reference desk in Spring 2007.

- Reference and Instruction Services
  - Staffed the reference desk.
    - Established use of the GroupWise calendars to manage reference desk schedules for librarians and graduate students. The calendars allow for viewing and updating from any location at any time.
- All members of the Department agreed to open proxy access to their own GroupWise calendars to all other members of the Department and to the graduate students so that schedules are easily accessible to everyone.
- The Department reorganized the reference desk and supply cabinets to ensure easier access to supplies, keys, business cards, and other desk related materials.
  - Each librarian responded directly to questions received from members of their liaison departments. The Department began keeping statistics on these questions in January 2007. Between January and June 2007, the Department answered 492 questions via e-mail.
  - Provided general and course-related instruction.
    - Prepared and conducted 170 instruction sessions.
    - Approximately 89 of these sessions were for the University College Writing Seminar, a required course for almost all freshmen.
    - Instruction sessions reached over 3000 students.
  - Contributed four hours a week to the AICU Virtual Reference Service.
  - Provided over 210 Reference-by-Appointment (RBA) individual research consultation appointments between January and June 2007. Statistics for RBAs were not kept in Fall 2006.

- Liaison Services to Academic Departments on the Lake Shore Campus
  - Worked to understand the general and specific collection needs of each academic department. As most of the Bibliographers are working with new Departments and areas this year. As such, Bibliographers spent time learning about the collection needs and priorities and reaching out to the faculty members of their departments.
  - Provided each academic department with an individual to contact with questions regarding the library’s collections and services.
  - In January 2007, we began tracking individual and group contacts with academic departments that are not specifically instruction or reference related. Between January and June 2007, librarians had over 560 contacts with individuals in departments and over 85 group contacts. The statistics are difficult to keep and probably reflect a conservative picture of our total contact with faculty and students in our departments.
  - Communicated with academic departments about new resources and services in the library.

- Collection Development and Management
  - Selected materials in all formats for the reference collection.
  - Selected materials in all formats for the general collections.
  - Contributed to collection development and management projects.
    - In February 2007, the Department established a method to review all new Reference books in order to ensure knowledge of our collection and to create an opportunity to make recommendations regarding the future acquisition and format for particular titles, especially standing orders.
    - Bibliographers contributed to the review of Stack Deck E and Stack Deck B materials, most of which was completed in FY07.
- Sherri Saltzman created a listing of microfilm holdings that we plan to put into an Access database that we can make available online.
- Contributed to a library-wide review of our profiles with Yankee.

- Electronic Resources Librarian (Sherri Saltzman).
  - Managed the Libraries’ A-Z list of resources, including updating records, adding new databases, and checking for out-dated links. Note: We currently have 242 (from 156 last FY) online databases on our alphabetical e-resources list.
  - Served as the Administrator for all electronic resources: customized interfaces; compiled statistical information; and in some cases, set up holding information direct from the catalog.
  - Set up new database trials periodically
  - Maintained the e-resource Blog announcements for new e-resources on the A-Z list and trials that are available.
  - Worked with vendors to obtain updated/new information on products and to identify training opportunities.
  - Assisted with troubleshooting flagship proxy and vendor-related access issues.
  - Worked with Heather Cannon at the Health Sciences Library to create new help text on the proxy login pages.
  - Implemented Serial Solutions 360 Link (previously Article Linker) with our individual database providers. Currently, we have over 50 Open URL compliant databases that use the Serial Solutions 360 Link screen to help patrons navigate to the resources and services relevant to their search results - services that include, for example, the desktop delivery of journal articles and ILL forms. Our previous system, SFX expired in March 2007.

- Illinois and Federal Documents Collections (William Cuthbertson)
  - Hired and trained Eileen Black as the new part-time Government Documents Assistant.
  - Transferred primary responsibility for receiving, processing, and shelving documents to Eileen Black.
  - Continued to develop and maintain the Government Documents web site for the Loyola University Libraries.
  - Provided group and individual assistance in the use of government information.
  - Progress on projects related to making the print Government Documents collection more accessible to the Loyola University community through better organization, labeling, and cataloging has been limited due to reduced availability of cataloging staff and additional responsibilities assigned to the Government Documents librarian in FY07.

Statistics

The Reference Department collects statistics related to service at the Cudahy Reference Desk, away from the desk reference statistics by individuals (since January 2007), Research
by Appointment statistics, as well as instruction activities. The Department contributes four hours a week to the Libraries’ Virtual Reference service and these statistics are reflected in the AJCU Virtual Reference Report. In January 2007, the Department began collection of liaison contact statistics at the individual and group levels.

Librarians provide reference assistance to members of their liaison departments directly by e-mail, phone, and in-person. The majority of reference away from the desk is by e-mail. E-mail reference includes both quick reference questions and in-depth reference, some of which can involve significant time. We began keeping this statistic in January 2007.

Reference by Appointment consultations generally last up to one hour and often require preparation and follow-up by the librarian.
Instruction Statistics for FY 2007

Instruction Statistics were not kept June – December. The total number of classes is reasonably correct based on a review of relevant calendars. The number of participants and the number of hours in the classroom are estimated, as are the number of UCWR classes.

<table>
<thead>
<tr>
<th>Instruction Statistics</th>
<th>Session Totals</th>
<th>Participant Totals</th>
<th>Hours in the Classroom</th>
<th>UCWR</th>
<th>UCWR Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>July - December</td>
<td>102</td>
<td>1990</td>
<td>55.64</td>
<td>47</td>
<td>738</td>
</tr>
<tr>
<td>January - June</td>
<td>68</td>
<td>1487</td>
<td>28.40</td>
<td>42</td>
<td>828</td>
</tr>
<tr>
<td>Total</td>
<td>170</td>
<td>3477</td>
<td>84.04</td>
<td>89</td>
<td>1566</td>
</tr>
</tbody>
</table>

Reference Department Goals for FY08

Reference and Instruction Services
- Work with the new Director of the Information Commons to create appropriate staffing for the IC Super Help Desk.
- Implement a consultation office in Cudahy in Fall 2007 and evaluate potential for use in the Information Commons environment.
- Investigate the use of IM as a communication tool within our Department and as a potential reference tool.
- Create and use a Reference Desk Blog for internal communications related to the reference desk.
- Develop core goals and materials for College Writing Seminar courses in consultation with librarians at Lewis.
- Contribute to the development of new instructional material for the web site with an emphasis on using multiple technologies such as screen casting and pod casting.
- Seek opportunities to insert library resources directly into Blackboard course pages.
- Develop a means to track librarian contributions to courses that do not involve instruction sessions.

Liaison Services to Academic Departments
- Work with others in the library to create a Blog to highlight new and existing collections.
- Experiment with using a WIKI for library subject guides.
- Continue to expand and improve upon our relationships with our liaison departments by seeking opportunities to meet and interact with faculty and students in the departments.
- Review distribution of liaison responsibilities.
Collection Development and Management

- Continuously review the print reference collection to ensure that outdated editions are removed and to look for opportunities to move core reference titles to electronic versions.
- Contribute to a review of the libraries' electronic resources.

Electronic Resources Librarian (Sherri Saltzman)

- Review all licensed databases to ensure that sites are customized to fit patron needs and include appropriate branding for Loyola University Libraries.
- Develop a plan to monitor usage statistics for annual review.
- Coordinate and continue to seek out ways to combine and share access with the Health Sciences Library.

Illinois and Federal Documents Collections (William Cuthbertson)

- Continue relabeling and reshelving of the Illinois State documents.
- Continue weeding all state and federal documents holdings.
- Continue to inform librarians about important government publications by sending out topical e-mails.

Other

- Move to new temporary office space in the D'Arcy Gallery.
- Transfer Reference Department documentation to a WIKI.
Technical Services Division
Annual Report
Submitted: September, 2007 by Catherine Miesse,
Assistant Dean for Technical Services and Outreach

Technical Services Division
Through out the summer of 2006 and into early fall a series of group and individual meetings with technical services staff and management meetings with Ling-li Chang, former Interim Assistant Dean, were held and focused on the reorganization of Technical Services. By October 2006 the Technical Services Division was successfully reorganized and divided into two major departments, 1) Monographic Acquisitions & Cataloging and 2) Serials & Electronic Resources Management. Ling-li Chang was appointed leader of the Monograph Department and Martha Spring was promoted to department head to direct Serials and Electronic Resources Management. Additional promotions, position upgrades and new hires resulted from the re-design of the new departments. Diane Westerfield was promoted to Preservation and Special Projects Librarian and would oversee the Bindery Unit. As part of the re-organization Andrea Gough, former Acquisitions Assistant, was promoted to Acquisition Associate. Christa Rutt, Catalog Assistant, was promoted to the Bindery Associate in January, 2007. Molly Mansfield was hired as the Acquisitions Assistant in February to replace Andrea and Kimberly Medema was hired in May, 2007 as Catalog Assistant. This completed staffing for the dynamic and highly productive Technical Services division.

Monograph Acquisitions and Cataloging Department
The Monograph Acquisition and Cataloging Department, effectively led by Ling-li Chang, successfully completed a number of challenging and demanding projects during the 2006-2007 year. Major accomplishments included the Rome Center Library Cataloging and Reclassification Project, Voyager Upgrade, establishing LUMA Library and planning for two new initiatives: Electronic Order Confirmation Records (EOCR) and Purchase on Demand. In addition to these major projects the Technical Services reorganization resulted in development and implementation of several training programs. Job assignments were also modified to cover the work of the two staff members that were sent to the Rome Center Project.

In late May 2007 the Rome Center Project was completed with over 11,000 books successfully cataloged in Voyager and in OCLC, barcoded, labeled and integrated into the Rome Library of Congress collection. Also, as part of this year long project, approximate 1500 books were weeded and computer equipment was upgraded at the Rome Center. This major achievement involved extensive planning, vendor evaluation and selection, workflow and procedural testing, and purchase of scanning and printing equipment. And even though the project was complicated by communication and language difficulties, time zone issues, and the Italian labor laws, it was highly successful and a major accomplishment for
the Libraries and the future faculty, staff, and students at the Rome Center Campus. Ling-li Chang, the Monograph Department staff, Gino Angelini, Yolande Wersching, and Elise Aversa, Rome Center Librarian all contributed to this successful and significant endeavor.

Another major accomplishment for the Monograph Department was completing the major Voyager software upgrade to Release Six. The department successfully worked with the Systems staff to test and implement the new Voyager release and the third party applications including Voyager Labeling software, the Location Changer and the Cataloger's Toolkit.

The Monograph Department also provided leadership and consultation in establishing the Loyola University Museum of Art Library collection and obtaining online access to OCLC and Voyager cataloging systems. In addition to offering LUMA network support, the monograph cataloging staff provided training and collegial collaboration for the LUMA volunteers.

Ling-li and the monograph team partnered with YBP and Lindsey & Croft Booksellers to plan for better service to the Loyola students and faculty through implementing electronic order confirmation records into the Voyager online catalog. This will provide our users with up-to-date online order information from the libraries' main book vendors. The department also joined the Interlibrary Loan Department in planning and implementing a new Purchase on Demand service which enables qualified faculty interlibrary loan book requests to be bought for the library's permanent collections.

**Serials and Electronic Resources Management Department**

Serials and Electronic Resources Management Department successfully led by Martha Spring focused on three major areas of activity during the 2006-2007 year: the acquisition of new periodicals and e-resources; selection and implementation of Serials Solutions, an electronic resource management tool; and several major weeding/relocation projects.

A large allocation of the libraries collection budget towards new electronic resources and serials gave the libraries an exciting opportunity to acquire several important databases as well as over 160 new periodical titles in various formats. Vendors were identified and contacted, licenses reviewed and negotiated and new resources were cataloged. In addition to the new periodicals and e-resources that were acquired, Martha's team successfully completed the Elsevier Science Direct project and transferred nearly 200 journal subscriptions from print to online-only. It was a rewarding arrangement that opened up cross-campus access between Lake Shore Campus and Health Sciences Libraries, doubling the number of Elsevier e-journals available to the Loyola community. A new arrangement fostered with the Committee of Institutional Cooperation (CIC)
The consortium also gave the Loyola community access to an additional 240 online Wiley journals.

The libraries also moved to Serials Solutions in the 2006-2007 which not only provides the library's e-journal list and article-level linking, but also will assist in managing our expanding e-collections throughout a resource's life cycle: from evaluation, selection, and acquisition through renewal and cancellation. This will lead to better, more reliable access to electronic content for our users and ensure that we get the most value out of Loyola's electronic content investment. The SERM staff successfully transferred Loyola's e-journal holdings data into the new Serials Solutions databases.

Loyola's expanded JSTOR and Project MUSE online holdings allowed for the withdrawal of volumes duplicated in print. Other weeding projects such as the Lewis Library Move, trimming Cudahy Reference, and Rome Library resulted in the withdrawal and relocation of additional serial titles and nearly 10,000 volumes.

**Preservation and Bindery Unit**
The Preservation and Bindery Unit was very successful in 2006-2007. Primary achievements included reorganizing and training the staff, completing a major disaster preparedness plan, and contributing to key electronic resources projects that improved access to Loyola journals. The disaster plans for the Lake Shore Campus library facilities and Lewis Library were completed and mounted on the staff web pages. Diane Westerfield, Preservation and Special Projects Librarian, implemented several major mold and water damaged clean up projects over the past year. She also assisted the head of Serials and Electronic Resources Management with major activities that focused on moving print journals to online.

**Conclusion**
The Technical Services Division had a very exciting and successful year with completion of major projects involving reclassifying and cataloging the Rome Center Library collections, implementing the library systems' new release, establishing the LUMA Library, and planning for new initiatives. The Division also provided an ever expanding electronic collections program, as well as successfully implementing the tools to manage and evaluate the program, and consequently reducing the number of duplicated print holdings. These many projects will provide broader and more straightforward service to the Loyola users for many years to come.
# Statistics – Technical Services

<table>
<thead>
<tr>
<th></th>
<th>FY07</th>
<th>FY06</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ordering</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Firm Orders Placed</td>
<td>8,807</td>
<td>7,073</td>
<td>25%</td>
</tr>
<tr>
<td>Active Continuation Orders</td>
<td>4,703</td>
<td>4,631</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Receiving</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Firm and Approval Ordered Volumes Received</td>
<td>9,818</td>
<td>8,979</td>
<td>9%</td>
</tr>
<tr>
<td>Continuation Volumes Received</td>
<td>1,520</td>
<td>1,469</td>
<td>3%</td>
</tr>
<tr>
<td>Periodical Issues Received</td>
<td>20,256</td>
<td>20,961</td>
<td>-3%</td>
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<tr>
<td><strong>Electronic Resources</strong></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Access to Unique E-Journal Titles</td>
<td>19,987</td>
<td>15,600</td>
<td>28%</td>
</tr>
<tr>
<td>Access to Online Databases</td>
<td>210</td>
<td>195</td>
<td>8%</td>
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<tr>
<td><strong>Materials Cataloged</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Total Book Titles Added</td>
<td>13,299</td>
<td>11,358</td>
<td>17%</td>
</tr>
<tr>
<td>Total Book Volumes Added</td>
<td>20,392</td>
<td>12,360</td>
<td>65%</td>
</tr>
<tr>
<td>Total Serial &amp; Periodical Titles Added</td>
<td>129</td>
<td>109</td>
<td>18%</td>
</tr>
<tr>
<td>Total Serial &amp; Periodical Volumes Added</td>
<td>5,090</td>
<td>5,514</td>
<td>-8%</td>
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<tr>
<td>AV Titles Added (by TechPro)</td>
<td>323</td>
<td>482</td>
<td>-33%</td>
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<tr>
<td>AV Units Added (by TechPro)</td>
<td>351</td>
<td>574</td>
<td>-39%</td>
</tr>
<tr>
<td>Computer File Titles Added</td>
<td>512</td>
<td>266</td>
<td>92%</td>
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<tr>
<td><strong>Materials Withdrawn</strong></td>
<td></td>
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<tr>
<td>Book Titles Withdrawn</td>
<td>1,334</td>
<td>1,807</td>
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<tr>
<td>Book Volumes Withdrawn</td>
<td>2,695</td>
<td>3,211</td>
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<tr>
<td>Total Serial &amp; Periodical Titles Withdrawn</td>
<td>319</td>
<td>154</td>
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<tr>
<td>Total Serial &amp; Periodical Volumes Withdrawn</td>
<td>9,460</td>
<td>935</td>
<td>912%</td>
</tr>
<tr>
<td><strong>Record Maintenance</strong></td>
<td></td>
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<tr>
<td>Catalog Maintenance Work</td>
<td>4,277</td>
<td>2,781</td>
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<tr>
<td>Authority Work</td>
<td>6,990</td>
<td>12,400</td>
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<tr>
<td><strong>Bindery</strong></td>
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<td></td>
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<tr>
<td>Commercial Binding Items</td>
<td>9,648</td>
<td>11,266</td>
<td>-14.36%</td>
</tr>
<tr>
<td>Archival boxes</td>
<td>172</td>
<td>288</td>
<td>-40.28%</td>
</tr>
<tr>
<td>In House Pamphlet Binding Items</td>
<td>174</td>
<td>353</td>
<td>-50.71%</td>
</tr>
<tr>
<td>Book Repairs</td>
<td>101</td>
<td>169</td>
<td>-40.24%</td>
</tr>
<tr>
<td>Replacement Pages</td>
<td>565</td>
<td>534</td>
<td>5.81%</td>
</tr>
</tbody>
</table>
MONOGRAPH ACQUISITIONS AND CATALOGING DEPARTMENT
Prepared by Ling-li Chang, Head of Monograph Acquisitions and Cataloging

❖ Highlights

- Worked with the Rome Librarian and an Italian vendor, completed a year-long Rome Cataloging and Reclassification Project, which handled over 12,500 books in the Rome Library Dewey collection. Provided cataloging records the first time in Pegasus for 9,466 books, including 3,887 unique titles. Re-classified 1,710 previously cataloged Rome books from Dewey classification scheme to Library of Congress scheme. Re-labeled all the reclassified and the newly cataloged books with the LC call numbers and integrated the previously separate Dewey and LC collections. In addition withdrew 1,488 books from Rome collection, merged 7,251 duplicate bibliographic records between the Chicago and Rome copies, and upgraded a number of computer equipments in the Rome Library.

- Promoted Andrea Gough from Acquisitions Assistant to Acquisitions Associate. Recruited 2 new staff members to fill vacant positions in Acquisitions and in Cataloging. Conducted training programs for promoted and newly hired staff. Covered high priority department work while positions were vacant and during the two months when two staff members were deployed to work on the Rome Cataloging Project at the Rome Center.

- Worked with Library Systems staff, completed the major Voyager software upgrade from release 2001.2 to release 6 and the upgrades of Voyager third party applications. Prepared updated MARC Tag Tables and Voyager.ini file to enable new functions in staff clients. Revised Voyager and OCLC Connexion setups to allow staff clients to function properly. Tested and implemented new versions of the Voyager Labeling software, the Location Changer and the Cataloger’s Toolkit.

- Provided consultation to LUMA administration on establishing the LUMA Library collection. Obtained online access to OCLC and Voyager Cataloging systems and databases. Trained the volunteer cataloger.

- Facilitated a major revision of the Cudahy and Lewis approval plans with YBP. Added the Adult Award Plan and the Key Review Plan to ensure coverage of important book awards and reviews.

- Completed planning for two new initiatives: Purchase-on-Demand and EOCR. Worked with Interlibrary Loan, planned and proposed the Purchase-On-Demand project. Worked with book vendor YBP, planned and tested loading EOCR (Electronic Order Confirmation Records) for YBP and Lindsey & Croft books.

- Completed the LSF Scanning Project in August 2006 and changed the Voyager location of the remaining 51,000+ items. Developed the procedures and provided training for scanning of the non-faculty selected Dewey books. Resolved problem items identified by the student workers.

- Facilitated the Cudahy Reference collection review and the cataloging backlog review projects. Provided forms and procedures and training for bibliographers. Handled
withdrawals and relocations according to bibliographers’ decisions.

- Planned and executed batch location change projects for Lewis Dewey books moved to LSF and Mallinckrodt books moved to Lewis. Planned and executed batch record deletion project for EMC and Detroit curriculum materials removed from Lewis.

- Planned and executed projects to revise Voyager records for analytic titles and for bound-with titles to allow proper display of them in Pegasus. Planned and completed an ISBN Correction Project which corrected 780 Voyager records with incorrect ISBNs.

- Worked with Collection Development, streamlined approval book review process. Eliminated review of the slip ordered books thus reduced the turn around time for processing newly arrived books.

- Worked with Cudahy Access Services, developed plans to streamline the process between Cudahy Access and Cataloging for lost books.

- Participated in the Cudahy Renovation Project planning. Assessed the existing space and future space needs of the department, interviewed with the architects, reviewed and responded to draft plans.

❖ Staff Changes

Ling-li Chang continued to head all areas of Technical Services (Monograph, Serials and Bindery) and lead in drafting the Technical Services reorganization plans, July thru September, 2006. She became Head of Monograph Acquisitions and Cataloging in October 2006 under the new organizational structure of Technical Services. Ling-li was also Acting Head of Systems July thru mid-August, 2006, while awaited for the new Head of Systems to arrive.

Andrea Gough was promoted from Library Assistant to Library Associate for Acquisitions in October 2006 when the new Technical Services organization was put in place. She replaced Craig Blakeman, who resigned at the end of August 2006.

Molly Mansfield, Library Assistant for Acquisitions and Rapid Cataloging, was hired on February 26, 2007 to fill the position vacated by Andrea’s promotion.

Kimberly Medema was hired as Library Assistant for Catalog Maintenance/Rapid Cataloging on May 14, 2007. Her position was vacated by Christa Ritt, who was promoted to Bindery Associate on January 22, 2007.
## Statistics – Technical Services

<table>
<thead>
<tr>
<th></th>
<th>FY07</th>
<th>FY06</th>
<th>Change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ordering</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Firm Orders Placed</td>
<td>8,807</td>
<td>7,073</td>
<td>25%</td>
</tr>
<tr>
<td>Active Continuation Orders</td>
<td>4,703</td>
<td>4,631</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Receiving</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Firm and Approval Ordered Volumes Received</td>
<td>9,818</td>
<td>8,979</td>
<td>9%</td>
</tr>
<tr>
<td>Continuation Volumes Received</td>
<td>1,520</td>
<td>1,469</td>
<td>3%</td>
</tr>
<tr>
<td>Periodical Issues Received</td>
<td>20,256</td>
<td>20,961</td>
<td>-3%</td>
</tr>
<tr>
<td><strong>Electronic Resources</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access to Unique E-Journal Titles</td>
<td>19,987</td>
<td>15,600</td>
<td>28%</td>
</tr>
<tr>
<td>Access to Online Databases</td>
<td>210</td>
<td>195</td>
<td>8%</td>
</tr>
<tr>
<td><strong>Materials Cataloged</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Book Titles Added</td>
<td>13,299</td>
<td>11,358</td>
<td>17%</td>
</tr>
<tr>
<td>Total Book Volumes Added</td>
<td>20,392</td>
<td>12,360</td>
<td>65%</td>
</tr>
<tr>
<td>Total Serial &amp; Periodical Titles Added</td>
<td>129</td>
<td>109</td>
<td>18%</td>
</tr>
<tr>
<td>Total Serial &amp; Periodical Volumes Added</td>
<td>5,090</td>
<td>5,514</td>
<td>-8%</td>
</tr>
<tr>
<td>AV Titles Added (by TechPro)</td>
<td>323</td>
<td>482</td>
<td>-33%</td>
</tr>
<tr>
<td>AV Units Added (by TechPro)</td>
<td>351</td>
<td>574</td>
<td>-39%</td>
</tr>
<tr>
<td>Computer File Titles Added</td>
<td>512</td>
<td>266</td>
<td>92%</td>
</tr>
<tr>
<td><strong>Materials Withdrawn</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Book Titles Withdrawn</td>
<td>1,334</td>
<td>1,807</td>
<td>-26%</td>
</tr>
<tr>
<td>Book Volumes Withdrawn</td>
<td>2,695</td>
<td>3,211</td>
<td>-16%</td>
</tr>
<tr>
<td>Total Serial &amp; Periodical Titles Withdrawn</td>
<td>319</td>
<td>154</td>
<td>107%</td>
</tr>
<tr>
<td>Total Serial &amp; Periodical Volumes Withdrawn</td>
<td>9,460</td>
<td>935</td>
<td>912%</td>
</tr>
<tr>
<td><strong>Record Maintenance</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Catalog Maintenance Work</td>
<td>4,277</td>
<td>2,781</td>
<td>54%</td>
</tr>
<tr>
<td>Authority Work</td>
<td>6,990</td>
<td>12,400</td>
<td>-44%</td>
</tr>
<tr>
<td><strong>Bindery</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commercial Binding Items</td>
<td>9,648</td>
<td>11,266</td>
<td>-14.36%</td>
</tr>
<tr>
<td>Archival boxes</td>
<td>172</td>
<td>288</td>
<td>-40.28%</td>
</tr>
<tr>
<td>In House Pamphlet Binding Items</td>
<td>174</td>
<td>353</td>
<td>-50.71%</td>
</tr>
<tr>
<td>Book Repairs</td>
<td>101</td>
<td>169</td>
<td>-40.24%</td>
</tr>
<tr>
<td>Replacement Pages</td>
<td>565</td>
<td>534</td>
<td>5.81%</td>
</tr>
</tbody>
</table>
FY07 Monograph Acquisitions and Cataloging Goal Review

The department accomplished all the major goals set for FY07, including the two very complex and time consuming projects: Rome Cataloging and Reclassification Project and Voyager Upgrade Project. The department also adopted and accomplished several new goals during the year.

A few goals were not accomplished mainly because of vacant positions and new initiatives which took higher priority:

- Work with YBP to implement EOCR to load titles which are on order with YBP and Lindsey and Croft. (Began planning and testing at the end of FY07. Will complete testing and implementation in FY08.)
- Revamp the replacement order workflow and recommend changes to Collection Development Committee. (Pending on budgetary decisions for lost and replacement books and on Voyager reports for lost books.)
- Explore the possibility of using Marcive services for government documents. (Deferred to FY08)
- Work with Head of Library Systems on loading e-book records. (Deferred to FY08)

Goals for FY08 (July 2007-June 2008)

- Complete testing and implementation of loading EOCRs for orders with YBP and Lindsey & Croft. Establish new procedures to incorporate EOCR loads into acquisitions routines. Revise current procedures for handling PromptCat books. (summer - fall)

- Complete the training program for the new Library Assistant for Catalog Maintenance/Rapid Cataloging. (summer – winter)

- Establish and implement procedures for acquisition and cataloging of “Purchase on Demand” titles. Participate in evaluation of the program at the end of the pilot period. (summer – winter)

- Participate in Lewis weeding project. Withdraw or relocate items per bibliographers’ requests. (summer - spring)

- Continue working with subject bibliographers on the cataloging backlog review project. De-accession items selected to weed. (summer)

- Participate in revising the policy and procedures for donated library materials. Absorb new responsibilities related to donated materials as needed. (summer – fall)

- Resolve remaining problems from the Rome Dewey Cataloging/Reclassification Project. Complete batch record updates. (fall)

- Implement new procedures to streamline the record withdrawal process for lost books. (fall)
• Revamp the replacement order workflow and recommend changes to Collection Development Committee. (fall)

• Work with Collection Development Committee to promote better understanding of the monograph acquisitions processes, the GOBI interface and the various collection development reports. (fall - winter)

• Implement projects to purge Voyager records associated with defunct orders. (fall – spring)

• Complete updating the remaining records for bound-with titles (summer). Complete correcting the records which failed to convert to Unicode during Voyager 6 upgrade. (spring)

• Work with Reserve staff at Cudahy and Lewis to gain better understanding of the Reserve records. Develop strategies to clean up obsolete records. (fall – winter)

• Plan for and execute batch loading of e-book records. Analyze implications to the catalog and develop strategies for maintaining catalog integrity. (fall-spring)

• Continue to provide LUMA staff cataloging training and consultation. (fall - winter)

• Work with Government Document Librarian to explore the possibility of using Marcive services for government documents. (fall - winter)

• Develop and execute a project to locate and resolve the outstanding faculty selected Dewey books. (winter - spring)

• Work with Access Services to determine the best method to represent the oversize Dewey books in Voyager. (spring)

• Plan and execute batch location change projects for Science books and periodicals moved to Cudahy. Plan and execute batch record deletion project for the materials removed from Galvin Storage. (spring)
The Serials and Electronic Resources Management focused on three major areas of activity in FY2007: new periodicals and e-resources acquisitions, the selection and implementation of Serials Solutions, and a large weeding project. A large allocation of the budget to new electronic resources and serials allowed for the acquisition of several important databases, as well as over 160 new periodical titles in various formats. The library moved to Serials Solutions from SFX; significant time was focused on moving journal holdings data to the new database, which provides the library’s e-journal list and article-level linking. Finally, several major weeding projects resulted in a high volume of withdrawals: Lewis Library started to weed its collection as part of preparations to lose up to 50% of its physical space, while Cudahy and Rome libraries also focused on trimming their collections. These and other activities are outlined in the highlights listed below.

**Highlights**

**Serials Cataloging**

- New collections of e-journals cataloged included:
  - JSTOR Arts and Sciences III collection (220 titles).
  - Wiley Interscience Journals (45 titles)
  - Project MUSE journals (30 titles)
- Cataloged new print and electronic journals subscribed for 2007. (100 print or print + online, 36 e-only journals.)
- Diane Westerfield (Preservation and Special Projects Librarian), was trained and cataloged new Wiley, Elsevier and Project MUSE e-journals. She also recataloged the print counterparts for these journals reflecting available holdings.
- LSF record updates: updated Voyager records for serials split between storage facility and Cudahy.
- Institute of Pastoral Studies (IPS) journals (16 titles) transferred from Cudahy to Lewis Library.
- Withdrawal Projects: Significant weeding this year totaled double the titles and ten times the volumes that were withdrawn last year. This was largely due to the JSTOR print overlap volumes withdrawn, as well as the Lewis weeding Project, the Cudahy Reference Weeding project, and Rome weeding. Withdrew over 300 serial titles and almost 10,000 volumes.
- Developed policies and procedures to catalog and classify government document serials into the SuDoc classification system.
- JSTOR Storage Project: Generated and sent lists of print duplicate titles and volume ranges to periodicals staff at Cudahy & Lewis for removal to storage (approximately 275 titles and 10,000+ volumes); discussion and related problem-solving. Started
update of library catalog records to reflect current holdings remaining in the collection; counted volumes withdrawn in statistics.

- GALVIN Storage: Participated in meetings regarding items stored at Galvin since the library consolidation since 2005.

**Serials Acquisitions**

- New Periodicals project: Ordered c.160 new print, print + online, and e-only periodical subscriptions totaling approximately $58,000.
- In addition to $58,000 towards new periodicals, oversaw library acquisition of about $167,000 in new e-resources, including databases, e-journals and e-books.
- Elsevier Science Direct: Transferred all print subscriptions to online-only, resulting in ongoing problem-solving with EBSCO and Elsevier throughout the fiscal year.
- Cancellations: administered cancellations of 72 print subscriptions for materials converted to online (Wiley, IEEE, Project Muse), totaling $113,000.
- Revised journal subscriptions as needed (i.e Sage Journals transferred all titles from print to print + online with upcharge; University of Chicago Press introduced new tier pricing; Loyola subscription changed from print + free online to print + one simultaneous user).
- OVID shared resources with Health Sciences: Worked with Health Sciences library on renewal of shared OVID resources, which have increased from last year. This is due to new CARLI arrangements which have reduced spring database offerings; last year, we subscribed separately to various OVID databases via CARLI at a lower rate. The libraries now split cost for all shared OVID resources by usage.

**Electronic Resources**

- The library electronic resources budget received a supplement of approximately $150,000 (aside from e-journals purchased under the New Periodicals Project in Serials Acquisitions section above). Major acquisitions included Access World News, Elsevier Science Direct, IEEE Computer Society journals, upgrade to EBSCO’s Business Source Premier (from *Elite* edition), and the JSTOR Arts & Sciences Collection III (150 titles), as well as the new Serials Solutions Electronic Resources Management System. In addition to cataloging and payment, set up electronic access via library’s web pages.
- Elsevier Science Direct: Worked with Elsevier and EBSCO to transfer nearly 200 print journal subscriptions to online-only; new arrangement opened up cross-campus access between LSC and ISC, doubling the number of Elsevier e-journals available to the Loyola community.
- Wiley Interscience Journals: Joined CIC consortium arrangement, transferring our 45 Wiley print journals to online access. The Loyola community now has access to 240+ Wiley journals subscribed by all member libraries.
- Serials Solutions: Worked with selection committee to evaluate and select a vendor to list library online journals, provide article-level linking, and an ERMS (electronic resource management system). Cancelled existing subscription with SFX and
transferred data on Loyola's e-journal holdings into the new Serials Solutions databases.


**Department-Wide**

- As part of library reorganization, all staff prepared informal presentations to orient Cathy Miesse, new Assistant Dean, to the work done in technical services.

**Staff Changes**

- Martha Spring promoted from Serials/Electronic Resources Librarian to Department Head, October 2006.

**FY07 Departmental Goal Status Report:**

- Establish 160 new subscriptions to start in January 2007, including print, online, and print + online subscriptions. (Status: Nearly complete. All orders submitted. As of August 2007, all online access set up; a few print journals still expected fall 2007.)
- Execute subscription cancellations for selective print journals (Status: Completed.)
- Work with Cudahy bibliographers on reference review project. Withdraw or relocate items per bibliographer requests. (Status: Completed. A more in-depth project to weed Cudahy reference collection planned for FY08.)
- Develop plans to locate and resolve remaining serial problem sets in Library Storage Facility. (Status: Nearly completed. Location changer software was unavailable most of the year due to software problems; the remaining problems will be updated in FY2008.)
- Participate in evaluating and selecting a new integrated e-resource access and management service and planning for implementation when purchase decision is made. (Status: New Serials Solutions system was selected, acquired, and largely implemented (journal list and article linking functions). The Electronic Resources Management module was acquired; some implementation pending.)

**Goals for FY08:**

- Investigate and implement new procedures and policies for the acquisition of databases and periodicals (fall-winter).
- Pending FY2008 budget, acquire new databases and periodicals to fill collection gaps (ongoing).
- Streamline EBSCO annual renewal process, i.e. cancel American Chemical Society print journals, monitor and adjust changes in publisher journal packages (fall).
- Work with Access Services and Bindery to review and refine procedures for ordering replacement issues for periodical issues (summer).
- Learn to use location changer to make batch changes and update/delete serial records in Voyager for items in Galvin discarded August 2007 (summer-fall).
- Administer weeding and relocation of Lewis Library materials in planned 50% collection reductions (ongoing).
- Update online catalog records for serials sets in storage from summer 2007 inventory of Galvin (summer).
- Work with Reserve staff at Cudahy and Lewis to gain better understanding of the Reserve records. Develop strategies to clean up obsolete records. (fall – winter)
- Complete withdrawal of JSTOR print journals duplicated in online collections (fall).
- Discuss options and implement library’s new ERMS (ongoing).
- Participate in promoting awareness of electronic resources available to the Loyola community (ongoing).
- Monitor and troubleshoot access to library electronic resources (ongoing).
- Review and evaluate cataloging policies for electronic resources, especially electronic journals (spring).
PRESERVATION AND BINDERY UNIT
Annual Report 2006-2007
Submitted by Diane Westerfield

Highlights

Staffing

• In early January 2007, Christa Rutt, formerly Rapid Cataloging and Online Catalog Maintenance Assistant in the Cataloging Department, was selected as the newly created position of Bindery Associate.

• Developed and conducted training program for the Bindery Associate position resulting in hundreds of periodicals added to the collection, dozens of repaired books, customized boxes for damaged books, and creation of provisional records in Voyager Cataloging module for dissertations and theses.

• Diane Westerfield was promoted in October 2007 to the newly created position of Preservation and Special Projects Librarian

Preservation

• Finished disaster plans for Lakeshore campus library facilities and for Lewis library; these plans were mounted on the staff web pages.

• Created mold procedures with University Archivist Kathy Young and Building Manager Mark Rockwell and cleaned over 1,300 dissertations and theses with moldy spines.

• In early December 2006, sorted and dried over 300 books that were damaged in the Library Storage Facility.

• Investigated and Kirtas scanners.

Special projects:

• Led the Library Assessment Committee in conducting a library survey. Implemented the committee’s survey design, organized publicity efforts, produced reports, analyzed data, and composed most of the report submitted to the Library Leadership Team.

• Assisted Head of Serials and Electronic Resources Management, Martha Spring with cataloging projects; these included performing cataloging work on Wiley and Elsevier journal titles moving from print to online, updating Project Muse titles, and updating, deleting and suppressing records as necessary for the JSTOR storage project. For F07 this totaled 239 electronic journal titles cataloged, 345 print journal titles recataloged, and 6,710 item records deleted.
- Investigated Electronic Theses and Dissertations (ETD's).
- Provided budget information and estimates to Head of Monograph Acquisitions Cataloging Ling-li Chang

FY07 Goal Review

- The disaster plans for Lakeshore Campus library facilities and for Lewis Library were completed in spring 2007 and posted to the Staff Web.

Goals for FY08

- Produce and distribute disaster plans in print and electronic format
- Update information in disaster plans as necessary
- Update and distribute short phone trees and emergency guides
- Assist Serials Cataloging with maintaining Serials Solutions
- Work with Library Leadership Team, Head of Systems and Graduate School to develop an ETD system for Loyola

Statistics included in combined Technical Services Statistics.
Women & Leadership Archives
FY2007 Annual Report
Prepared by Elizabeth A. Myers, Director

Please note that this report reflects the accomplishments for the Women & Leadership Archives from February 2007 to the present. The goals as outlined at the time of my hire, with the addition of special projects, will carry over to the 2007-2008 year.

I. Personnel

Current:

Elizabeth A. Myers, Director & Archivist
Hired as Interim Director, August 2006 and confirmed as Director, February 2007
Sr. Ann Ida Gannon, BVM, Volunteer Mundelein College Archivist
Abbey R. Cullen, Graduate Assistant
Hired January 2007
Lisa Callahan, Graduate Assistant
Hired May 2007

Former:

Aimee Brown, Director & Archivist
Resigned August 2006
Jessica Russell, Graduate Assistant
Resigned December 2006
Alexandra DeMonte, Graduate Assistant
Resigned April 2006
Sr. Dorothy Hollahan, BVM
Resigned July 2006
Sr. Jeannelle Bergen, BVM, Volunteer
Resigned January 2007

II. Accomplishments

1. Intellectual & Physical Control

- Security:
  Through several meetings with the Director of Security and his staff, access policies and procedures for the WLA were reassessed and new guidelines implemented. Access to the third floor remains an issue, in particular were the elevator is concerned, but the general incidences of unauthorized access have declined sharply from January to July 2007. Upon request, the director now
receives pass code logs for the building and event schedules for the first and second floors.

- **Lower Level Storage:**
  Several ongoing problems with insects and slow pipe leaks continue. Facilities has repaired holes in the walls and sealed cracks around pipes in an effort to curb the insects. Further we have weekly to bi-weekly visits from a local extermination company who puts out traps and sprays non-toxic pesticide. The leak, despite several visits by facilities staff over a six month period, remains unrepaired.

- **Mundelein College Reorganization:**
  Begun in March, 2007, the reorganization project proceeded with some difficulty until mid-July when it was halted. The project was an effort to bring into order the Mundelein records groups, update and re-label files, and update and reorder the finding aid. The project required three new filing cabinets and a physical shift of 16 others, the movement of approximately 500 linear ft. of material, and the retyping of a 64 page index. The “upstairs” portion of the reorganization is complete. The lower level reorganization is not. The main difficulties with this project were logistics and personnel. Anticipated completion: fall-winter 2007.

- **Reading Room:**
  The WLA Reading Room received a face lift with the addition of several framed posters, paintings, and photographs relevant to the collection. The addition of two bankers lamps greatly helped to lighten a badly lit corner of the room. Further, the cleaning and dressing of the rectangular glass display cabinet and addition of timely displays also helps to both personalize and professionalize the space. A new storage cabinet in room 302 also helped to reduced trips to the lower level and maintain better inventory control. In addition, the director’s office was reorganized with existing office equipment and furniture to be more user friendly. Lastly, an existing phone was newly activated for the Reading Room that shares the general WLA phone number insuring that during regular hours, someone will always be able to answer the phone. Prior to this change, only the director’s office phone worked.

2. **Acquisitions & Accessions** (total new: 139.75 linear ft.)
   8th Day Center for Justice
   BVM Network (addendum)
   Carol Frances Jegem (addendum)
   Carolyn Farrell (addendum)
   Gannon Center Video Collection
   Gannon Center (addendum)
   Katherine DeLage Taft (addendum)
   Mercedes McCambridge
   Mollie Lieber West (2 addendums)
   Mundelein College Theater Photographs
Mundelein College Peace Studies (addendum)
Organization for the Study of Communication, Language, & Gender
Patricia C. Crowly (addendum)
Patricia A. Crowley, OSB
Polish Women’s Alliance of America (addendum)
Renny Golden
Suellen Hoy (addendums)
Theresians (addendum)
Virginia Broderick (addendum)
Women-Church Convergence (addendum)
Women-Church Convergence Oral History Project (addendum)
Women’s Studies Graduate Student Association
Women’s Studies (addendum)
WorldWIDE Network

3. Processing (total completed: 54.5 linear ft.)
Deborah’s Place, Addendum 3, 1984-2004
Carol Frances Jegen, BVM, Addendum 3
Kumiko Watanuki, 2000-2005
Marilou Denbo Eldred, 1922-2004
Mercedes McCambridge
Mollie Leiber West, 1916-2000
Mollie Leiber West, Addendum 1, 1916-2005
Organization for the Study of Communication, Language, and Gender
Addendum 1, 1984-2003
Addendum 2, 1979-2001
Rosalie Muschal-Reinhart, Addendum 1, 1970-1990
Small Collections, 1938-2006
WorldWIDE Organization, 1990-1995

4. General Reference & Special Reference Projects

  In-Person Visits: 58
  Phone Inquiries: 45
  Email Inquiries: 68

- Hosted French Scholar Sonia Brouchau on summer research visit.
- Gannon Center Faculty Fellow Bren Murphy, Women Religious Film Documentary Project
- Summer Graduate Student Fellows: Alexandra DeMonte & Katie Pacyna
- National Historic Preservation Status of the Skyscraper (Public Affairs) Project
- Mission & Ministry Tea Room Project: 32 photos w/captions (unveiled July 2007)
• Ongoing research assistance for Ellen Skerrett for the Loyola University Chicago History Book Project.

5. Outreach

• 4 Class Visits and Tours
• 8 Piper Hall Historic Tours
• Expanded visibility of the WLA with library staff members by hosting several social and professional events

6. Special Projects & Events

• Displays at Cudahy Library
  Introduction to the WLA & Women’s History Month, and Mundelein College Records)
• Displays at the WLA
  Mollie West, Mercedes McCambridge, “Meet the Wheelers,” Selections from the Manuscripts and Monographs Collection of the WLA, and “Meet the Johnsons”
• Women Church Convergence Conference
  Served as Local Arrangements Committee & Planning Committee member. Created major power point presentation for the evening banquet. Worked as technical liaison for the Environment Committee, and hosted planning meetings at Piper Hall.
• History of Women Religious Conference
  Presented a 20 minute overview of the WLA to 60+ attendees. Other presenters included the University Archivists of Marquette and Notre Dame.
• Leads File Updated
  Condensed approximately 300-400 leads files into just over 100, alphabetized, and index the files for improved access.
• WLA Lecture Series
  Hosted 4 speakers at Piper Hall highlighting research about women. Began new outreach and promotion program including targeting more listserves, flyers, and student organizations at Loyola University Chicago.
• Mundelein College Reunion
  Created 5 design and construction intensive displays for use at the reunion.
• National Parks Service
  Obtained 39 Photographs of Piper Hall (1920s) from the NPS for display.
• Finding Aids
  Edited 82 Finding Aids for uniformity and accuracy. Converted them to pdfs and added them back to the webpage.
• **Major Website Overhaul**
  Included 80% new text, 2 new photo exhibits, 90% of the Finding Aids posted online as pdfs, new staff and location photos, and new “donating to the archives” information.

• **Past Perfect**
  Part I completed of a two part project which included accessioning items received in 2005 and 2006 and creating Past Perfect entries for them. Items lacking deeds of gifts or thank you letters were noted for follow up.

### III. Review of FY2007 Goals

The goals composed for the FY2007 were created by former Director Aimee Brown. After reviewing the list at length, none of the goals were achieved during her brief tenure. Some have been met since August 2006 to the present; others have been adopted (and expanded) for the FY2008 year goals.

### IV. FY 2008 Goals

• Continue Increased Outreach including strengthening relationships and partnerships with area libraries, archives, and nonprofit organizations.
• Create and Distribute New Brochure.
• Host Society of American Archivists Event (major networking, “show off” facility opportunity to other professionals in the field).
• Develop a new Policy Manual.
• Develop a new Procedures Manual.
• Develop a new Staff Manual.
• Explore external funding options for special projects such as digitization, storage, and collection development.
• Continue and Expand Collection Development.
• Commence and Complete a Manuscripts Collection Assessment.
• Commence and Complete a Monographs Collection Assessment.
• Continued support and expansion of the WLA Speaker Series.
• Participate in the Women-Church Convergence Conference.
• Meet with the Advisory Board, Possible Restructure.
• Coordinate with Advancement and Development Staff about the goals, purpose, and possibilities at the WLA.
• Process 50-100 linear ft of material.
• Expand on role and responsibilities with the larger University system.
• Completion of the Mundelein Reorganization Project.
SYSTEMS DEPARTMENT (FY07)
Prepared by Chulin Meng, Head of Library Systems

Highlights

• Voyager, our Integrated Library System, was upgraded to version 2006. This was a major system upgrade and we were leaping from version 2001 to the latest version, which supports the latest standards such as Unicode, 13-digit ISBN, and OCLC 9-Digit Control Numbers. The Systems Department worked with ITS, Ex Libris and other library departments to carefully plan the Voyager upgrade project. From December 26th to 29th, we finished the upgrade of Voyager system, Oracle database, Voyager clients on every library staff machine, and the Library Online Catalog interface without any interruption of the library services.

• Voyager Server Hardware Replacement. The Systems Department worked with ITS staff to evaluate the computing capacity needs for the Voyager server, determine the model and specifications, and install the server in the Water Tower server room. Our Voyager library management system is now running on the new Sun Fire T2000 server (four 8-core 1.0GHz processors, 16GB memory, 200GB storage space on university SAN system), which replaced our 10 year-old Sun Enterprise servers. The new server has enough capacity to accommodate library’s growing collections for the next five or more years.

• The library web site was redesigned to provide our patrons with better web access to library resources and services. The Systems Department worked with the Web Team to create a new web template that meets Loyola standards while maintaining the flexibility needed for presenting library dynamic task-driven content. After all pages were migrated to the new template, user studies were conducted to ensure the new library website is easy to interact as our library patrons approach various information seeking tasks.

• Rome Center Library automation project. Voyager clients and spine label printing machines were set up in Rome Center Library. This provided the needed technology support for retrospective bibliographic data conversion for the Rome library collections.

• New Software Applications. A testing server was set up and Blog, Wiki, and content management system (CMS) applications were installed. This enables our librarians to experiment with these social networking applications to create more communication venues and promote library resources to students and faculty. The new communication tools could also facilitate the communication and resource sharing within the university libraries.

• Group workstations were installed at Cudahy and Lewis library to support group study and collaborations.
• All our Novell related applications and data (includes users, printers, applications, storage space, etc) were moved from library servers to ITS servers to enhance system interoperability and data security.

• Library systems worked with ILL librarians on various Illiad system functions. Illiad is now working with university LDAP authentication system. Illiad online document delivery module replaced our old Ariel document delivery system to provide more streamlined service for library patrons. It also offers our patrons the option of electronic delivery of articles in PDF format.

**More Projects Completed by Systems Department**

• Applied Voyager 6.2 Patch
• Created various reports for Cudahy, Lewis, and Rome collections
• Modified Voyager data backup scripts to accommodate new library schedule
• Coordinated the Voyager system trainings for Voyager steering committee and Voyager module teams
• Worked with ITS to refine the patron data feed for library system
• Ran Fiscal Period Close programs to create FY08 ledgers and funds
• Worked with Staff Web Committee to redesign the internal staff web site
• Worked with ITS staff to set up TeamSpot server in Cudahy library and conduct user studies
• Applied Daylight Saving Time patches to all library servers
• Upgraded Pegasus express workstations
• Added new thermal laser printers for spine labeling printing
• Added new public workstations in Cudahy and Lewis library
• Installed of new staff PCs for Cudahy and Lewis library
• Enhanced wireless access at Cudahy

**Staff Changes**

In August, Chulim Meng was hired as the Head of the Systems Department. His initial responsibilities have focused on those major systems projects (Voyager system upgrade, Voyager server replacement, Library web site redesign, etc) which had been put on hold because the Head of Systems position was vacant throughout the previous year.

In September, Gino Angelini’s job description was redefined. As the Library System Administrator, his primary job responsibility is now managing and developing library specific software applications. This new job description is more consistent with Loyola’s policy of centralizing and consolidating desktop and network support.
Review of FY07 Departmental Goals

The general goal of Systems Department is to maintain, deploy, and develop library systems and applications to ensure that library staffs have the right tools for acquiring, organizing, and presenting our information resources to meet our students and faculty’s information needs.

Some of the Library Systems’ specific goals for fiscal year 2006-07 included:

- Plan and coordinate the Voyager system upgrade
- Work with ITS to refine the Patron Interface
- Work on Rome Library Automation project
- Work with library web team to re-design the library web site
- Improve searching and browsing functionalities of library catalog and web site
- Set up testing server to investigate possible new social networking technologies
- Participate in the Information Commons project

Through collaboration with other library departments and university ITS, the Systems Department accomplished all key objectives during this fiscal year despite the long list of system projects accumulated over the previous year due to absence of the Head of Systems. We completed the major system hardware and application upgrades while providing our staff with a stable library system and timely technical supports.

Departmental Goals for FY08

In the new academic year, the Systems Department will continue to improve and enhance library systems and technologies. Some of the specific goals include:

- Plan and implement Voyager 7 upgrade to take advantage of new system functionalities and a totally redesigned OPAC interface.
- Fine tune the library website: refine the cascading style sheets (CSS), add more online forms for requesting various library services, and explore the possibility of using the university content management system for library subject pages.
- Work with ITS and the director of Information Commons to design a new IC web site to promote the new facility and provide students and faculty with easy access to digital applications and library resources.
- Participate in the virtual IC planning: managing digital resources, providing access, supporting information/knowledge integration and creation.
- Participate in the Electronic Thesis and Dissertation project to select an ETD application and customize the system to accommodate Loyola’s thesis and dissertation process.
- Work with the Federated Search Tool committee to select and implement a new federated search application.
- Purchase and install a new Linux server for library Blogs and Wikis.
- Create more Voyager reports for analyzing collections, services, and other library activities.
Academic year 2006-2007 was another busy one at the University Archives. Usage of the archives by both the Loyola community and external researchers remained consistent with the previous year and several projects were initiated or continued, including the re-emergence of the Loyola University Chicago oral history project, the continuing participation of the archives in the AJCU archives pilot project, and manual count of the rare books collection. Staff continues to provide departments such as University Marketing and Development with research assistance and photographs, and to assist other departments in transferring their records to the archives. There was a 114% increase in the amount of material acquired during FY08, due in large part to the arrival of the Henry Hyde papers; reference activities remained strong throughout the year; and staff continues to work on upgrading access to archival and rare book collections while increasing the intellectual control over both to better serve researchers. See the comparative yearly statistics chart, 2001-2007, for further details.

Highlights

Intellectual Control and Access

- **University Photo Collection** – A new identification system was created for all photograph collections including the general photographs; portraits; Bryant; Dyba; Kanc; Biestek; Schoder; Loyola Academy; Marguerite Drury; Catholic Instruction League; Kellner; Dagenais; and Walkowicz collections, to facilitate the use of photos in digital projects. The need for a new system was recognized as staff worked on the AJCU archives pilot project and discovered inconsistent (or nonexistent) ways of naming and numbering photo collections. The new system uses the first 2 or 3 letters of the collection name, subject or existing number, and the number the photo is in the subject area. For example, a picture of Cudahy library might be lgcudahy88 while a picture from the Bryant collection might be bry-pa-1-2. This system will help staff quickly locate and identify the correct photo requested by researchers. Staff members have started to renumber collections according to the new system.

- **Re-organization of room 219 and deck D** – Presidents’ records have been moved from deck D into room 219, which in turn has created more room for theses and dissertations on D. Location cards, accession cards, and finding aids are being updated to reflect changes.

- **Rare Books** – The manual inventory of room 220 and deck E rare books has been completed with a total of 11,402 volumes being counted and a report listing rare books by classification section has been compiled to assist in future collection development. A list of books on the shelves in room 220 which are not in Pegasus, but for which there are shelf cards, has been compiled and given to the head of monograph cataloging for future discussion about creating catalog records for Pegasus. In addition, a list of missing books has been given to the Catalog Maintenance Coordinator with a request to look for these volumes as they go through books stored in LSF. Archives staff will also look in LSF and other places for missing books as time permits.
• **Catalog Records** – Archives staff has begun creating catalog records for OCLC and Pegasus. Five collection level records have been added to OCLC and Pegasus. These records are linked to PDFs on the University Archives website.

• **Past Perfect** – Staff continues to add brief catalog records to and standardize previous entries in Past Perfect in anticipation of making the database publicly available. The University Archives currently has 1,160 accession records and 1,042 brief catalog records in Past Perfect.

**Acquisitions**

The University Archives received 468 linear feet of materials during FY07. While the majority of acquisitions came via record transfers from University departments, some notable collections came from alumni, faculty, and outside organizations.

• **Henry Hyde papers**, ca. 1970-2006, approximately 330 linear feet. The University Archives is overseeing the acquisition and processing of the Hyde papers, which will be part of the Center for Public Service Archives.

• **Catholic Church Extension Society records**, approximately 12 linear feet. These records include information and photographs on church buildings for which CCES provided funds. These buildings are primarily in the South and Southwest. An addition to the CCES records already at the University Archives.

• **Chicago Public School Teachers Oral Histories**, ca. 1989-1993, 2.25 linear feet. These oral histories were conducted by faculty member Janet Nolan, Ph.D.

• **Imogene M. King papers**, ca. 1937-2005, 10 linear feet. A former faculty member of the Niehoff School of Nursing, these are an addition to the King collection already at the University Archives.

• **Sylvia Alvino papers**, approximately 45 linear feet. A School of Education alumnus, Alvino donated her papers pertaining to her dissertation on Chicago school education reform.

• **Susan Mayer papers**, ca. 1963-1966, approximately .25 linear feet. Noteworthy in this collection is the 33 1/3 LP recording of the 1963 NCAA Championship game that Ms. Mayer donated in response to the request for materials that ran in issues of *Loyola Magazine*.

• **Loyola University Chicago Oral History Project records**, 2006-2007, approximately 1.0 linear foot. The University Archives has added 27 interviews with administrators, faculty, and alumni of the Rome Center through this project.

• **Theses and dissertations** – 177 theses and dissertations from 2005 and 2006 were added to the University Archives collection.

**Processing**

Approximately 7.0 linear feet of records were processed during FY07. This included 4.0 linear feet of Catholic Church Society records and 3.0 linear feet of Francis J. Rooney papers.
Staff involvement in several projects, plus the absence of a graduate assistant, limited the amount of time available for processing.

Reference
A total of 630 reference requests, 377 from Loyola students, staff, faculty, and administration and 253 from external patrons, were handled at the University Archives from July 2006 through June 2007. Reference requests were received via email (226), telephone (176), and in-person (215). Several international requests were received pertaining to rare books and archival collections from Germany, the United Kingdom, Mexico, China, and Canada.

Outreach
- **University Archives Brochure** - A new brochure for the University Archives has been printed and is being passed out to departments.
- **University Records** – University offices and departments are being contacted to remind them to transfer non-current records to the University Archives. Offices contacted so far include the General Council, Provost, President, and Registrar.
- **Exhibits** – Exhibits in the University Archives display cases on the 2nd floor are now being done quarterly to bring attention to the collections. Exhibits done during the past year include one on the history of Cudahy Library; women students at Loyola University Chicago; and the School of Law’s participation in the Brandeis competition. Exhibits have also been done for the standing display cases on the main floor, including one using various memorabilia from the Insull collection.
- **LEAP** – For the first time the University Archives participated in the library’s instruction period for LEAP students by providing students with the opportunity to come to the University Archives in search of information pertaining to the Norton mural in the reading room, thus exposing them to special collections.

Special Projects
- **AJCU Archives Project** – The initial phase for the AJCU archives project will be finished September 1st. University Archives staff have contributed 50 images with descriptive metadata to this project. In addition, the University Archives will be hosting an AJCU archives meeting during the 2007 Society of American Archivists conference in Chicago to discuss the project.
- **Center for Public Service Archives** – University Archives staff have been involved in the acquisition and inventory of the Henry Hyde papers, the processing of the Rostenkowski papers, and the creation of displays for events.
- **Loyola Oral History Project** – Re-established in 2006, the Loyola Oral History Project is an ongoing effort to document the University's history through interviews of administrators, staff, faculty, and alumni. The Rome Center portion of this project is almost complete and the fall of FY08 will see the start of the process to document the Law School. Twenty-seven interviews have been added to the oral history collection as a result of this project and four of them have been transcribed.
- **Black Metropolis Research Consortium** – The University Archives has compiled a list of collections containing information on African-Americans in Chicago at both the
University Archives and Women and Leadership Archives as part of its contribution to the consortium.

- **Loyola History Project** – The staff of the University Archives continues to assist on the Loyola History Project by providing research assistance and high quality scans of photographs for the book.

**Staff Changes**

**Rebecca Hyman** joined the staff of the University Archives as a full-time Archives Associate in October 2006. Since joining the staff Rebecca has taken over responsibility for accessioning materials; provided reference services through phone, email, and in-person; learned to process; and has made many good suggestions for improving the numbering system for photograph collections and tracking statistics. In addition, she is now responsible for processing the Catholic Church Extension Society records.

**Maria Reynolds** joined the staff of the University Archives in October 2006 as the Loyola Oral History Project graduate assistant. Since joining the staff she has researched the history of the Rome Center and has added twenty-seven interviews with administrators, staff, faculty, and alumni to the oral history collection. The project will focus next on the Law School in anticipation of its 100th anniversary.

**Review of FY07 Goals**

- Create 10 to 15 catalog records of University Archives collections for on-line catalog, specifically for collections such as the Insull papers and related collections, National Catholic Interscholastic Basketball Championship, and Catholic Church Extension Society Records. 5 catalog records were created: CCES Diocesan Correspondence; E. Ogden Ketting papers; National Catholic Interscholastic Basketball Championship records; Richard A. McCormick, SJ, papers; and the Samuel Insull papers. These records are available through OCLC and Pegasus, and are linked to PDFs of the appropriate finding aids. Work to catalog several institutional record collections, for example the president’s records, has started, but has been delayed due to work on other projects.
- Past Perfect – Add additional information for processed collections to brief catalog records; begin adding image files to records. Ongoing as time permits.
- Digital project(s) – AJCU archives project; design and implement small University Archives project using the Virtual Exhibit module of Past Perfect; pursue collaborative project with government documents librarian and WLA archivist. **AJCU pilot project will be finished September, 2007; Virtual Exhibit module of Past Perfect is being explored as is the possible purchase of CONTENTdm; collaborative projects are on hold until a decision is made on software for such projects.**
- Conduct manual inventory of rare books, both Dewey and LC. Finished. **Report on total number of volumes by classification section has been compiled, as has a report on the number of volumes on the shelves in 220 that are not in Pegasus, although the majority of them do have shelf cards.**
- Continue to improve archives website by adding more Loyola history information, PDFs, and virtual exhibits. Ongoing. **The content management system was down for several extended periods throughout the year due to maintenance, updates, and patches.**
- Continue to process 50 to 100 linear feet of backlog per year. **Approximately 7.0 linear feet processed during FY07 due to involvement in other projects.**
- Write procedures manual. Ongoing. **Procedures manual continues to expand as new procedures and policies are implemented.**
• Continue outreach to University departments by inviting members to the archives and going to individual departments. *Ongoing. Contacting departments to remind them about the records retention policy and transferring records to the University Archives; an invitation for staff to visit the archives or offer of archives staff to visit the department is always included.*

**FY08 Goals**

• Create 15 to 20 catalog records for OCLC/Pegasus. Teach Archives Associate how to catalog archival collections in OCLC.

• Continue to add finding aid PDF’s to website. Would like to have the majority of existing finding aids online by end of FY08.

• Correct and reformat legacy finding aids.

• Compile list of rare books on E that are not on inventory or in Pegasus but have shelf cards.

• Finish procedures manual.

• Continue outreach to departments by inviting departments to archives and going to individual departments.

• Develop at least 2 online exhibits from collections.

• Re-organize photograph collections, integrate photographs received from UMC in 2006, and create new subject guide.

• Work with Reference department to incorporate archives into B.I. sessions.

• Brochure on the history of Cudahy library and the Norton mural.

• Process and begin opening sections of the Rostenkowski papers.

• Create preliminary plan for processing of Hyde papers.

• Continue the success of the Loyola University Chicago oral history project by developing two paths for the project – the first focusing on individual units, and the second interviewing long-serving administrators, faculty, and staff, including retirees.
## Comparative Yearly Statistics 2001 to 2007

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### Total Internal Requests

| 12 | 377 | 426 | 306 | 188 | No data | No data | No data |

### Total External Requests

| 9  | 253 | 232 | 329 | 335 | No data | No data | No data |

### Total Research Inquiries

| 4  | 630 | 658 | 635 | 523 | 486 | 714 | 882 |

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